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| **EMHIP (Ethnicity and Mental Health Improvement** **Programme)****Mobile Hub Team Manager****GENERAL INFORMATION** |

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* Job Description
* Person Specification
* Privacy Notice

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| \\SBS-SERVER\Documents\CEO\Desktop\BME REBRANDING\logos 2013\BME logo 2013-2.jpgCroydon BME Forum56a Mitcham Road,CroydonCR0 3RGEmail: info@bmeforum.org |

Dear Applicant,

Thank you for your interest in the above post of **EMHIP (Ethnicity and Mental Health Improvement Programme) Mobile Hub Team Manager.**

Please find enclosed an application pack, which should be completed and returned by email or post to the address above **no later than 5pm Friday 31st March 2023**.

Kindly ensure you allow adequate time for your email to arrive in my inbox by 5pm at the latest as it will not be possible to accept applications after the 5pm deadline.

If you have any queries about the post, you are welcome to contact me on the number or email below.

We look forward to receiving your completed application form.

Yours faithfully

Recruitment Dept

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| **Application Information****EMHIP Mobile Hub Team Manager** |

##### CLOSING DATE

# The closing date for return of completed applications is **5pm Friday 31st March 2023.**

# Your application should be returned by email to: info@bmeforum.org

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# **RETURN OF APPLICATION**

If you would like to be considered for these posts, please apply by sending the following:

* Completed Application Form
* Recruitment Monitoring Form [this form helps us monitor and improve our recruitment process to ensure we are accessible to all sections of the community]
* Disability Monitoring Form (this form should be returned even if you do not consider that you have a disability in which case, please mark the form ‘not applicable’)

To avoid any delay in your application being processed, please ensure you have signed the Application Form (Section G: Declaration). If you are not able to sign the form electronically, we will accept your email as provisional signature, but we will require you to sign the form when you attend the interview and provide proof of your signature.

##### Acknowledgement of Applications

We will acknowledge receipt of your application. Following this, if you do not hear from us within 2 weeks after the closing date, please assume you have not been successful.

**Interview Details**

Please note there will be two parts to the interview process:

1. **A Presentation**: we would like you do a 10-minute PowerPoint presentation at the start of the interview. The subject for the presentation will be given to you if you are invited to interview.
2. **Face to face interview:** by a panel comprising 4 people: The Chief Executive of ARCC, The Chief Executive of Croydon BME Forum, and two others members. We expect this part of the interview to last for 45 minutes.

The interviews will be held at 56a Mitcham Road, Croydon CR0 3RG week beginning Monday 10th April 2023.

##### Interview Documentation

Candidates invited to interview will be required to provide proof of eligibility for employment (for example a document which confirms your NI number).

# **COMPLETION OF YOUR APPLICATION FORM**

Please clearly state where you saw the post advertised.

**Applicant Details**

Insert all the relevant information including any contact details.

###### Qualifications and Training

Include all your qualifications, training and memberships of any professional or trade body in this section.

**Employment History**

Please include details of your current / most recent employment, plus full previous employment history. Please account for any gaps in your employment history.

###### Absence from Work

Include all absences from work due to sickness in this section.

###### Experience and Skills

Take each of the requirements on the person specification and, in the order that they are given, describe how you meet the requirement based on your knowledge, experience or skills (and attitudes). Do not give too much detail but make sure you fully address the requirement. You may wish to draw on experience from paid or voluntary work or personal experience.

**The person specification plays an essential part in all stages of the selection process. It determines whether you will be short-listed for an interview, and it acts as the basis for the interview itself.**

We will be looking for evidence that you meet requirements for the job. The candidates who meet the essential criteria and have the closest match to the overall requirements will be short-listed for interview.

###### Criminal Records Bureau & Rehabilitation of Offenders Act 1974

This post may involve direct contact with children and/or vulnerable adults, therefore, you will be required to complete a Criminal Records Bureau disclosure form before we can confirm your employment and start date. For the purposes of this check, you will be required to disclose all convictions including those that may otherwise be considered ‘spent’ under the terms of the Rehabilitation of Offenders Act 1974. Please note that the receipt of a form showing previous convictions/cautions /warnings will not automatically exclude someone from becoming a member of staff at Croydon BME Forum. Previous criminal recordswill be considered in relation to their relevance to the work applied for, the circumstances of the offence and the length of time elapsed since the offence.

###### References

Croydon BME Forum is required to contact your present or most recent employer to obtain references before we can confirm your employment and start date and will take up references for a full 2-year period prior to your employment.

##### Valuing Diversity Commitment

Croydon BME Forum is committed to a policy of Valuing Diversity. We want to ensure that no applicant receives less favourable treatment on grounds such as gender, marital status, social class, colour, race, ethnic origin, creed, age or disability. We recruit from the widest possible section of the community, with all applicants being considered carefully to the same criteria and with all candidates being given every chance to compete on equal terms.

Your application form will be kept separate from your monitoring forms, which will be used only for statistical purposes and will not be shown to those involved in the shortlisting of applications.

If you consider that you have an impairment that disables you in society (as defined by the Disability Discrimination Act 1995), you should complete the Disability monitoring form and return this with your application.

If you require information provided in an alternative format to enable you to complete your application, please contact Croydon BME Forum on 0208 684 3719 on receipt of your application pack.

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| **Context for the role** |

**EMHIP Mobile Hub Team Manager**

The EMHIP Mobile Hub Team (MHT) Manager, is a new role that has been created to manage the new Mental Health and Wellbeing Mobile Hub Team. This team will be based in the community, working alongside faith and voluntary sector partners to provide Mental Health Support.

ARCC and Croydon BME Forum in partnership with Southwest London Integrated Care System (SWL ICS) and South London and Maudsley NHS Foundation Trust (SLaM) are working together to address the ethnic inequalities in health and social care through the Ethnicity and Mental Health Improvement Programme (EMHIP).

One of the keys interventions in the next phase of EMHIP is the implementation of the Mental Health & Wellbeing Mobile Hub. This will be a mobile, all age, whole family hub service, delivered within both faith and community based organisations.

The Mental Health & Wellbeing Mobile Hub team will have a dedicated team of experienced, culturally aware, support workers and clinical staff, embedded in the community to provide services to all local residents, but with a specific focus on BAME communities. This team will be based in different locations across the borough, working within BAME communities, alongside faith groups and existing wellbeing hubs in Croydon.

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| **Croydon BME Forum**  |

**Croydon BME Forum** is a registered charity: number 1108843, and a company limited by guarantee, number: 04996963. The Forum was established in 2002 as the representative body for Croydon’s BME voluntary organisations and communities, to maximise the participation of the BME community in Croydon on Neighbourhood Renewal and Regeneration.

The Forum consists of over 100 BME community & voluntary organisations and individuals in Croydon.

## The aims and objectives of the Croydon BME Forum are:

1. To bring greater co-ordination to the engagement of BME communities in local policy development, regeneration and neighbourhood renewal, in particular by improving minority ethnic representation on decision-making bodies
2. To facilitate joint working amongst BME Voluntary Sector organisations and BME community leaders; and promote good race relations across Croydon
3. Foster and encourage joint working, the sharing of resources, skills, information, and expertise between members with the object of developing their capacity to implement good practice
4. Promote and develop community and voluntary sector regeneration projects with the statutory, the private and the mainstream voluntary sectors

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| **CONDITIONS OF EMPLOYMENT AND APPOINTMENT PROCEDURES** |

1. **JOB TITLE**

EMHIP Mobile Hub Team Manager

1. **SALARY**

£37,000 - £40,000 per annum

1. **HOURS OF WORK**

Full time 37.5 hours per week, with flexible opening hours to meet community needs. (Occasional weekend and evening working will be required for this role).

1. **HOLIDAY ENTITLEMENT**

28 days per year inclusive of statutory holidays

1. **CONDITIONS OF APPOINTMENT**
2-year fix term contract.
2. **PLACE OF WORK**

ARCC (Asian Resource Community Hub) and Wellness Centre and other locations around Croydon.

1. **TRANSPORT**

Transport is not essential to the post. However, travel costs incurred in carrying out duties attached to this post will be reimbursed.

1. **ACCOUNTABILITY**

The post holders are accountable to the Chief Executive of ARCC and Croydon BME Forum (or such other staff member as nominated by the Chief Executive).

1. **APPLICATION PROCEDURE**

The successful candidate will be advised of our decision no later than 3 working days following the interview.

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| **CROYDON BME FORUM** **APPLICATION FORM**Please answer all questions clearly and, if not typed, in black ink as this form will be photocopied. You are assured that all details on this form will be treated in strictest confidence. Please do not send CVs. |

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| Position Applied for: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**SECTION A: PERSONAL DETAILS**Surname:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Other Names:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Postcode:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Telephone (daytime):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Evening)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Email address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **SECTION B: EMPLOYMENT**Please tell us about your employment history starting with your current or most recent employment |
| **Name of Employer** |  |
| Address |  |
| Summary of Duties |  |
| Period of Employment |  |
| Reason for Leaving |  |
| Current or most recent pay |  |

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| **Name of Employer** |  |
| Address |  |
| Summary of Duties |  |
| Period of Employment |  |
| Reason for Leaving |  |

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| **Name of Employer** |  |
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| Period of Employment |  |
| Reason for Leaving |  |

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| **Name of Employer** |  |
| Address |  |
| Summary of Duties |  |
| Period of Employment |  |
| Reason for Leaving |  |

Please continue a separate sheet if necessary.

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| **SECTION C: EDUCATION, QUALIFICATIONS AND TRAINING** |
| **Education** |
| Dates | School / College / University attended | Qualifications Obtained(Please state name of examining board) |
| From: | To: |
|  |  |  |  |

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| **Professional Qualifications** |
| Dates | Qualifications(Please state name of examining board) | Course Details |
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| **Relevant Training**(Please list dates, examining or organising board) |
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| **SECTION D: KNOWLEDGE & EXPERIENCE / SKILLS & ABILITIES**Please tell us why you think you are suitable for this post. Applicants should refer to the job description and person specification for this post before completing this section. Please provide as much information regarding your skills, knowledge and experience to enable us to assess your suitability for the post. Only applicants who meet all the essential criteria will be shortlisted. (Please continue a separate sheet if necessary)  |
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| **SECTION E: OTHER DETAILS** |
| **Convictions**Please give details of any convictions that you have including those that would otherwise be considered ‘spent’ under the Rehabilitation Offenders Act 1974  |
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| **Transport** |
| Do you have a current driver’s licence? Yes No |
| **Conflict of Interest** |
| Do you have any business and/or interest that might conflict with the duties of this post?If yes, pls give details |

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| **SECTION E: REFERENCES**We will take up employment references from your current or most recent employer. Please provide the employer’s name and address, and the name of the person authorized to give the reference. Please also give the name and address of another person willing to provide a reference. This could be another employer or someone who knows you very well. Please note that references from friends or relatives will not be accepted.  |
| Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Position:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Telephone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Position:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Telephone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| If you are shortlisted, we would like to approach referees before your interview. Please indicate below whether or not we may write to referees prior to interview: Referee 1: YES / NO Referee 2: YES / NO |

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| **SECTION G: DECLARATION** |
| I confirm that to the best of my knowledge the information given in this application form is true and correct. I understand that giving false or misleading statements or withholding information may result in the withdrawal of any offer of employment.SIGNED:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |

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| **RECRUITMENT MONITORING FORM** |

Croydon BME Forum and Mind in Croydon are committed to a policy of Valuing Diversity. We want to ensure that no applicant receives less favourable treatment on grounds such as gender, marital status, social class, colour, race, ethnic origin, creed, age or disability. We need to be able to see how well the policy is put into practice, so ask all applicants to complete this form. The information you provide will be used solely for monitoring purposes and will be treated as confidential. Please answer the following questions by ticking the appropriate boxes and, if relevant, complete the additional form for those with a disability as defined under the Disability Discrimination Act 1995.

**Post applied for: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**\_\_\_\_\_\_\_\_\_\_

# **Your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_**

**I would describe myself as follows:**

**[A] White**

**[ ]** British

**[ ]** Irish

**[ ]** Any other White background please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**[B] Mixed**

**[ ]** White and Black Caribbean

[ ]  White and Black African

[ ]  White and Asian

[ ]  Any other Mixed background please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**[C] Asian or Asian British**

**[ ]** Indian

[ ]  Pakistani

[ ]  Bangladeshi

[ ]  Any other Asian background please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**[D] Black or Black British**

**[ ]** Caribbean

[ ]  African

[ ]  Any other Black background please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**[E] Chinese or Other ethnic group**

**[ ]** Chinese

[ ]  Any other background please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**[F] Gender**

**[ ]  Male [ ]  Female [ ]  Prefer not to say**

**[G] Date of birth\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Please note this form is kept quite separate from your application and will not be made available to the people involved in the shortlisting process.**

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| **DISABILITY MONITORING FORM** |

**If you consider that you have an impairment that disables you in society (as defined by the Disability Discrimination Act 1995), please complete the following:**

**Your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Croydon BME Forum welcome applications from all sectors of the community, including candidates with disabilities.

**Definition:**

The Disability Discrimination Act 1995 defines disability as: “a physical or mental impairment which has a substantial and long-term adverse effect on the ability to carry our normal day-to-day activities”.

**Arrangements if selected for interview:**

If you have a disability, please indicate whether you would need any arrangements to be made if you were invited to interview:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Arrangements if appointed:**

Please give below details of any adjustments which would need to be made in order for you to carry out the duties of the job, if appointed:

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**This form should be returned with your application. If you require information provided in a different format to enable you to return your application, please contact Andrew Brown on 0208 684 3719 with details of your requirements.**



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| **EMHIP (Ethnicity and Mental Health Improvement Programme)****Mobile Hub Team Manager** |
| **JOB DESCRIPTION** |

**JOB TITLE:** EMHIP (Ethnicity and Mental Health Improvement

Programme) Mobile Hub Team Manager

**LOCATION:** ARCC (Asian Resource Community Hub) and

Wellness Centre and other locations around Croydon

**RESPONSIBLE TO:** Chief Executive Officer of ARCC and Croydon BME Forum

**RESPONSIBLE FOR:** The EMHIP Mobile Hub Teamcomprising of MH

Support and Youth Workers with clinician in-reach from SLaM NHS Trust

**SALARY:** £37,000 - 40,000 per annum

**HOURS:** 37.5 hours per week

**LENGTH:** Two-year fixed term contract

**Context of the role:**

The EMHIP Mobile Hub Team (MHT) Manager, is a new role that has been created to manage the new Mental Health and Wellbeing Mobile Hub Team. This team will be based in the community, working alongside faith and voluntary sector partners to provide Mental Health Support.

ARCC and Croydon BME Forum in partnership with Southwest London Integrated Care System (SWL ICS) and South London and Maudsley NHS Foundation Trust (SLaM) are working together to address the ethnic inequalities in health and social care through the Ethnicity and Mental Health Improvement Programme (EMHIP).

One of the keys interventions in the next phase of EMHIP is the implementation of the Mental Health & Wellbeing Mobile Hub. This will be a mobile, all age, whole family hub service, delivered within both faith and community based organisations.

The Mental Health & Wellbeing Mobile Hub team will have a dedicated team of experienced, culturally aware, support workers and clinical staff, embedded in the community to provide services to all local residents, but with a specific focus on BAME communities. This team will be based in different locations across the borough, working within BAME communities, alongside faith groups and existing wellbeing hubs in Croydon.

**Job Summary:**The MHT Manager will be accountable for delivery of the service specification and will manage the mobilisation of the Health & Wellbeing Mobile Hub. They will ensure a smooth and efficient service for both the multi-disciplinary team and clients, in order to deliver a high-quality service, a positive client experience and ensuring that the values of EMHIP are upheld.

The MHT Manager will support the development and delivery of the range of support activities, provided by the team to the residents of Croydon, including working age adults, older people, those who are socially isolated and young people. These activities will include:

* Initial contact and assessment conversations.
* Development of personal recovery plans.
* Signposting to local support and services.
* Provision of support groups, face to face and online.
* One to one support sessions.

The MHT Manager is accountable for the management and welfare of the team and will be accountable/responsible for providing a consistent service that meets all Contractual requirements.

The MHT Manager will be responsible for the day-to-day operational management and administration of the mobile hub team, which will be operational, 7 days a week, with flexible opening hours to meet community needs. (Occasional weekend and evening working will be required for this role).

**Key Responsibilities**

**Responsibility for communication & service promotion**

* Work closely with senior representatives from clinical, commissioning, and voluntary sector organisations, and within the BME and ARCC partnership, to plan, develop and operationalise the Mental Health and Wellbeing Mobile Hub programme in Croydon.
* Work with Multi-disciplinary teams (MDTs) from the ICN Plus Localities, healthcare professionals, community, and voluntary sector agencies to ensure that there is a range of accessible and effective referral pathways.
* Attend and contribute effectively to Integrated Care Network (ICN) Plus allocation meetings/case conferences, team days and shared learning days/meetings as required.

**Responsibility for Staff / HR / Leadership / Training**

* Lead on the recruitment of staff within the team, ensuring a timely process and excellent local induction.
* Responsible for the day-to-day management of the team, including 1:1 supervision, appraisals, sickness, training, and support.
* Ensure the team have access to clinical supervision from the Clinical Psychologist, where required.
* Ensure that staff resources are coordinated to provide cover being aware of the team’s work/life balance.
* Identify and deliver on-going staff training and support.
* Maintain a professional approach to work, demonstrating a mutual respect for all colleagues.
* Understand local HR policies and procedures to enable effective leadership of the team, demonstrates a supportive coaching style and encourages personal development for the team.
* Provides support, training, and encouragement to team members as part of good management and HR practices.
* Ensure that staff are responsible for respecting and maintaining personal and professional boundaries concerning relationships with service users, volunteers, and other staff.
* Investigates and resolves staff and patient complaints and issues as required.
* Escalates any risks to the line manager or appropriate person.

**Responsibility for client Care**

* Ensure Support is person-centered and focused on supporting recovery.
* Ensure that needs and wishes are identified by people themselves; that they have a stronger voice in relation to issues that affect their lives; and that they are supported and empowered to improve and/or maintain their mental health and wellbeing and to live their best independent lives.
* Lead the Croydon MHT with the Integrated Care Network (ICN) Plus team and other statutory, voluntary and community organisations, to ensure referrals are made appropriately, maximising the value of local resources, for example, to local advocacy, counselling, or advice and information services.
* Resolve patient complaints and concerns using the most appropriate approach, telephone, letter, or face to face meeting.
* Manage risks within the operational service model, supporting all team members to complete risk assessments for individuals service users, including lone working risk assessments.

**Responsibility for policy and service development**

* Develop service operating policies, procedures and working practices in line with service and programme aims and objectives.
* Work with all policies and procedures of ARCC and BME Forum partnership, ensuring that information remains confidential and to adhere to the General Data Protection Regulations 2018.
* Maintain quality standards in accordance with ARCC and BME Forum’s policies and procedures.
* Support services to meet appropriate and effective internal and external quality standards, including the:
	+ AQS advice quality standard
	+ Internal and external key performance indicators
	+ Project development
	+ Delivery milestones
* Create an open thinking environment within the team, where all staff can assist in the improvements.

**Responsibilities for information resources**

* Responsible for the management and updating of both national and local databases, as required, with accurate, complete, and timely data.
* Responsible for accurate record keeping.
* Produces reports with clear, concise, and precise quantitative and qualitative data for the mental health wellbeing hub implementation group, the EMHIP Steering Group and the Croydon Mental Health Programme Board.
* Regular requirement to use various IT systems during the day-to-day activities.

**Responsibility for financial and physical resource**

* Maintain and use provided equipment responsibly.
* Authorises staff expenses and purchases, ordering supplies and equipment Monitors financial expenditure to ensure financial control.
* Delivers and supports any required cost improvement programmes.
* Act with awareness of the impact upon the environment.

**Freedom to Act**

* Responsible to make service improvements as agreed.
* Works autonomously to lead a team but can seek advice where needed.
* Acts as a first point of contact for the Mental Health & Wellbeing Mobile Hub.
* Required to use own judgement to define day to day work priorities to meet the Team’s SLA’s and KPI’s.
* Acts in a professional and responsible manner, which does not have a negative impact on the service or the organisation as a whole, and which is in accordance with the policies and procedures of ARCC and BME Forum.

**General**

* To work as a member of a team, communicating with others in writing and face-to-face, taking part in staff meetings and team meetings.
* To accept line management and supervision from the post holder’s designated line manager and to engage constructively in this process.
* To accept the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up-to-date with current practice and undertake training as directed by the post holder’s designated line manager.
* In addition to the tasks and duties outlines in this job description, to undertake any other tasks identified and which are generally compatible with the functions of the post.

 **Person Specification**

The Mobile Hub Team Manager is a skilled, knowledgeable, and empathetic person, who enjoys working with people in a person-centred way. They must be flexible and adaptable in approach, and be comfortable working in an integrated, whole-team way with people and professionals across the statutory and community health and social care system.

They will likely be practical, resilient, well organised and have excellent communication skills. They are likely to have a strong substantive track record, including service and/or project development and delivery, as well as operational management experience. Ideally, they will have previous experience of managing and developing new teams using innovative systems to achieve challenging goals.

**Requirements and Qualifications**

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| --- | --- | --- |
| **Knowledge and Experience** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| * Master’s degree in mental health related courses.
* Relevant mental health, social care or psychology related training or qualifications. **OR**
* Demonstrable evidence of equivalent experience, learning or training.
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| **Experience** |  |  |
| * Experience of managing flexible, community-based teams in “whole team”, multi-disciplinary approaches and/or self-managed teams.
* Experience of working directly with people in community health and social care settings, preferably in mental health.
* Demonstrate lived or learned experience and understanding of mental health and related issues and difficulties or challenges.
* Demonstrate strong knowledge on ethnic inequalities in mental health care, and cultural awareness and understanding.
* Knowledge and experience of working in therapeutic settings using Systemic Inventions tools and Techniques, and/or Recovery Star outcomes models and measures.
* Extensive knowledge and experience of person-centred approaches and recover models.
* Experience of working in voluntary or community settings and building relationships with local groups and organisations.
* Demonstrable experience of developing and implementing operating policies, procedures and working practices in a team setting.
* Experience of creating, managing, and maintaining high quality records of contact and interaction with people, working within a caseload, and producing top quality numeric and narrative operational reports.
* Demonstrable experience of driving continuous improvement and operational development in person-centred teams.
* Experience of peer support approaches and asset/strengths-based care and support systems.
* Experience of working or living in diverse communities and knowledge or cultural context related to Mental Health and Wellbeing.
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| **Skills and capabilities** |  |  |
| * Ability to work alongside people in non-directive ways – helping them find solutions that work for them (rather than suggesting solutions).
* Ability to focus on and build a person’s strengths and their ability to make use of the resources available to them.
* Capable of mentoring and enabling staff to grow to their full potential (including elements of the formal and informal coaching styles).
* Ability to remain recovery-focused – working with empathy, creating hope and building autonomy, empowering the person to define, lead and own their recovery.
* Ability to build effective, safe and trusting relationships with people using services and with professionals in multi-disciplinary teams.
* Excellent literacy, IT and verbal communication skills
* Ability to travel around the borough in a timely manner as the role requires frequent travel to community visits and various meetings.
* This post may involve lone working and visiting people in community settings, including some exposure to dealing with difficult and emotional circumstances/settings.
* The post holder will have demonstratable experience of working with teams to manage and “hold” this element of the work safely.
* Ability to work flexibly across the team and localities and some evenings and weekends as required (approximately one in three weekends).
* Willing to work in any other place within the community, where clients wish to be seen, in order to fulfil the service Level Agreement Requirements
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| **Personal Attributes and Approach** |  |  |
| * Values people and see their potential, worth and strengths.
* Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person’s experience and beliefs.
* Works inclusively respecting the diversity or each other person’s experience, and their particular background or cultural context.
* Highly motivated and able to learn quickly, willing to see advice appropriately and accept supervisions and training as required.
* Shares responsibility for their own personal development.
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**Equal Opportunities**Croydon’s BME Forum is an equal opportunities employer. No job applicant or employee will be discriminated against unlawfully on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference.

Selection for training, development and promotion will be based on an individual’s ability to meet the requirements of the job and performance in line with policies and procedures.

# **Equality and Diversity**

The postholder is required to promote equality in service delivery and employment practices. All employees must comply with Croydon’s BME Forum equality and diversity policies, procedures, and initiatives.

**Health & Safety**The postholder must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these at all times, including ensuring that they act in line with all policies and procedures at all times in order to maintain a safe environment for clients, visitors and colleagues.

**Smoking and Health Policy**

Croydon’s BME Forum endorses the principle that whether people smoke or not is a matter of personal choice but where they smoke is a matter of public concern. The policy on smoking and health protects non-smokers and requires that Croydon’s BME Forum premises are smoke-free.

**Confidentiality**The confidential nature of the work means that employees working within the function must maintain the strictest security in relation to documentation and ensure that confidentiality is always maintained in accordance with relevant Data Protection and Association legislation.

The nature of this post is one of continual development and the duties and responsibilities outlined above may change from time to time to reflect the changing needs of the company. The post holder will always comply with Croydon’s BME Forum standards.

To undertake any such duties as are commensurate with the nature of the job and grade to contribute to the performance outcomes.

**Safeguarding Children, Young People and Vulnerable Adults**Croydon’s BME Forum is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees to share this commitment. Recruitment checks are undertaken, and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS)

**Job Description Agreement**

This Job Description is subject to change considering the service, work, priorities, or requirements. Such change will be discussed and consulted with the post holder. Croydon’s BME Forum reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service.

The statements contained in this description, reflect general details as necessary to describe the principle functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods, or otherwise balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed................................... Post holder...............................

Date: …………………………